



COVA Connect Pilot in Hampton Roads

The Commonwealth of Virginia is introducing an innovative health care pilot to employees in Hampton Roads beginning July 1. COVA Connect will be available to all members who have a zip code address in the pilot area and the benefits will be comparable to COVA Care. If you are a COVA Care member living in the pilot area, you will be enrolled automatically in COVA Connect with any buy-up option you have selected. More details will be sent to COVA Connect members in June.

COVA Connect Pilot Area

City	Zip Codes
Chesapeake	23320 - 23328
Hampton	23630, 23651, 23661, 23663 - 23670, 23681
Norfolk	23501- 23515, 23517- 23521, 23523, 23529, 23541, 23551
Poquoson	23662
Portsmouth	23701 - 23705, 23707 - 23709
Suffolk	23432 - 23439
Virginia Beach	23450 - 23467, 23471, 23479

If you move into or out of the pilot area during the plan year, you may change your health plan within 31 days of the date you move. For more information, visit the Enrolling and Making Changes link at www.dhrm.virginia.gov.

What Do I Need to Know About COVA Connect?

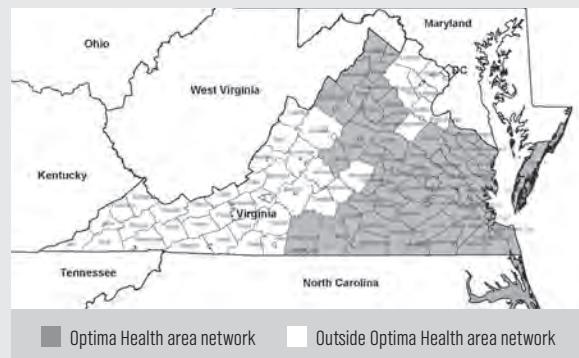
COVA Connect has **enhanced features** to help you make better health care decisions. The pilot will be tailored to your individual needs. It will use state-of-the-art technology in coordinating your health care, offer customer service at one location, and provide a health coach to help you navigate the health care system.

- **Your premiums will be the same** as for COVA Care, and you may continue to purchase additional options, such as expanded dental, out-of-network and vision and hearing.
- **Your medical, prescription drug, and behavioral health benefits** will be administered by Optima Health.
- **Your dental benefits** will continue under Delta Dental.

How large is the Optima provider network?

As a COVA Connect member, you will have access to more than 15,000 providers, including primary care doctors, specialists and hospitals across Virginia. There are more than 3,000 providers and 11 hospitals in the Optima network within the COVA Connect pilot area alone. Providers and facilities have nationally-recognized clinical programs, up-to-date preventive care and patient safety protocols, plus the latest medical procedures and technologies.

You always receive in-network coverage for emergency care both inside and outside the Optima network. When you travel, in-network benefits are available through Optima's nationwide Private Healthcare System (PHCS) provider network.



How do I find a network provider?

Optima has a current list of providers on its dedicated Commonwealth of Virginia Web site or call the Optima telephone number for state plan members. See the contact information below. If your doctor is not in the Optima provider network, give Optima Member Services your physician's name, specialty and contact information.

What happens to my benefits?

As long as you use in-network providers, your basic COVA Connect benefits will be much like what you now receive from COVA Care. Out-of-pocket costs, such as deductibles, copayments and coinsurance, will be the same. For more information on your COVA Connect benefits, see the *Benefits At A Glance* in Spotlight on pages 4-5 or visit the DHRM Web site.

You and each of your covered family members will receive a new COVA Connect ID card to use for all covered services and to fill prescriptions beginning July 1. Specific data on your medical, vision and hearing, behavioral health and prescription drug benefits will be transferred to Optima beginning July 1. A transition period will be provided for certain treatment and services already underway at that time. Have your provider contact Optima Health for any services on or after July 1 that have not been pre-authorized.

Attend A Health Benefits Meeting Near You!

Location	Dates	Times
Norfolk Tidewater Community College Jeanne and George Roper Performing Arts Center 340 Granby Street	April 24	3:00 p.m.
Hampton Thomas Nelson Community College Moore Hall, Espada Room 99 Thomas Nelson Drive	April 27	11:00 a.m.
Norfolk Old Dominion University Webb University Center River Rooms 1510 West 48 th Street (parking in stadium garage on 49 th Street)	April 27	3:00 p.m. 5:00 p.m.
Portsmouth Tidewater Community College Beasley Building, The Theater Room 222 7000 College Drive	April 28	11:00 a.m. 3:00 p.m.
Virginia Beach Health Education Center 1060 First Colonial Road (use Virginia Beach General Hospital ER parking lot across the street)	April 29	9:00 a.m. 11:00 a.m. 2:30 p.m.

For more information, contact your agency Benefits Administrator or visit the DHRM Web site at www.dhrm.virginia.gov.

Who to Contact About COVA Connect

Medical, Behavioral Health and EAP, Prescription Drug Benefits

Optima Member Services: 1-757-687-6350 or toll free at 1-866-846-COVA (2682),
M-F 8:00 a.m. – 7:00 pm. After hours, please leave a message.

Care Coordination and After Hours Nurse Advice Line: Before or after business hours,
on weekends or holidays call: 1-757-687-6340 or toll free at 1-877-817-3037.

Web site: www.optimahealth.com/COVA

E-mail: members@optimahealth.com

Dental Benefits

Delta Dental Member Services: 1-888-335-8296

Web site: www.deltadentalva.com

More Information

DHRM Web site: www.dhrm.virginia.gov

Includes Frequently Asked Questions, benefits, premiums and more!

